



DEPARTMENT OF THE NAVY

OFFICE OF NAVAL RESEARCH  
875 NORTH RANDOLPH STREET  
SUITE 1425  
ARLINGTON, VA 22203-1995

IN REPLY REFER TO:

5720  
Ser BD042/046  
ONR FOIA 16-046  
March 24, 2016

Mr. Mario Martinez  
Innovative Technologies, Inc  
4151 Lafayette Center Drive  
Suite 110  
Chantilly, VA 20151

Dear Mr. Martinez:

This is the final response to your Freedom of Information Act (FOIA) request received by the Office of Naval Research (ONR) on February 27, 2016. You requested "all associated solicitation documents for Contract #N00014-F-12-0341 - Legacy Command, Control, Communications & Computer (C4) Support with the following Period of Performance 2/15/2012 - 2/14/2017." You subsequently agreed to amend your request to only the agency source selection documents associated with the contract. Your request was given the number 16-046. A copy of your request and the email amending it is included with this letter.

We have enclosed all responsive records we located. Parts of the records you requested have been redacted under 5 U.S.C. § 552 (b)(5) and 5 U.S.C. § 552 (b)(6), better known as Exemptions 5 and 6 of the FOIA. Portions of the agency source selection documents contain deliberative process privileged information exempt from disclosure under Exemption 5. We also redacted a signature, which is personal information exempt from disclosure under Exemption 6. Since you indicated you are willing to accept clearly releasable information, we do not consider these redactions to be a denial, or partial denial, of your request.

We classify you as a "commercial" requester, and as such we may charge you for all search, review, and duplication costs for processing this request. Accordingly, you are responsible for the \$88.00 in costs, for two (2) hours of professional search and review time used to process this request. Please forward a check or a money order for \$88.00 within 30 days from the date of this letter payable to the Treasury of the United States. You should mail your check to:

Office of Naval Research  
Code BD042, Room 620  
One Liberty Center  
875 North Randolph Street  
Arlington VA 22203-1995

To ensure that your account is credited, you must reference ONR FOIA request 16-046 on your check or money order and attach it to a copy of this letter. If we do not receive your payment within 30 days, ONR may institute a collection action under Federal debt collection statutes. These statutes provide for recovery of interest and administrative costs and penalty charges for handling a delinquent debt owed to the government.

If you have questions, please address them to Mr. Jason Towns at (703) 696-5361 or [ONRFOIA@navy.mil](mailto:ONRFOIA@navy.mil). Please reference ONR FOIA 16-046 in any correspondence discussing this case.

Sincerely,

A handwritten signature in blue ink, appearing to read "Ed Orlowsky".

Ed Orlowsky  
Director  
Management Services Division, BD042

Attachments:  
As stated

## Source Selection Decision

Subject: GSA Federal Supply Schedule Request for Quotation No. N00014-11-R-0276,  
Amendment Five, Corrective Action

Ref: (a) Request for Quotation Amendment Five dated 1 Sep 2011  
(b) Price Realism Memorandum dated 27 Jan 2012  
(c) Source Selection Memorandum dated 1 Feb 2012

1. This procurement is for the acquisition of information technology professional services in support of the Office of Naval Research and its Information Technology structure and processes. An initial award was made on 21 Jul 2011 to Superlative Technologies, Inc. (SuprTEK). The award was protested to the Government Accountability Office (GAO) by two of the other Offerors on 1 Aug 2011. On 9 Aug 2011 the GAO agreed to ONR's decision to take corrective action to clarify confusing language in the Request for Quotation (RFQ). The corrective action included, developing discussion questions for each Offeror's assessed weaknesses and deficiencies, revising the Socioeconomic Status evaluation factor, and making revisions to both the technical proposal preparation instructions and the pricing instructions as delineated in reference (a). Revised proposals were due on 3 Oct 2011 and were received from all original Offerors. The technical proposals strengths and weaknesses of the revised proposals were evaluated by the technical source selection team, from ONR's Information Technology office.
2. A price realism analysis (Reference b) was prepared by the Contract Specialist which documented that all of the proposed prices were found to be reasonable for the effort and approach proposed by each offeror. Also, the source selection team prepared a detailed memorandum (Reference c) that summarized the findings for the various evaluation factors. I have reviewed the findings and accepted the adjective ratings determined by the proposal reviewers as supportable by the significant strengths; strengths; weaknesses; significant weaknesses; and deficiencies associated with each proposal.
3. SuprTEK's proposal has been evaluated by the reviewers and determined to be the best value for the Government. (See Reference C for the detailed analysis).
4. ONR's RFQ set forth a number of requirements that offerors were to address in their revised proposals. The Offerors had been provided clear instructions in Amendment Five, along with the discussion questions/strengths and weaknesses letter, that clarified requirements and problems with their initial proposals. I ultimately decided that there was little evidence that additional discussions would result in better proposals. After review of the revised proposals six of the offerors still did not meet the Governments requirements as identified in Amendment Five.
5. My review of the documentation indicates only three of the nine were found to be responsive and met the requirements of the solicitation as revised by Amendment Five.

The three offers were received from [REDACTED] and SuprTEK.

6. [REDACTED]

7. [REDACTED]

[REDACTED] I conclude, as did the technical evaluation team and the Contract Specialist, that the IT support proposal from SuprTEK offers the best value to the Government and should receive the award under the RFQ.

[REDACTED]  
Ellen Simonoff, Deputy Director  
ONR Contracts & Grants Division

1/15/11  
Date

| RECORD OF FREEDOM OF INFORMATION (FOI) PROCESSING COST   |  |   |  |  |                 | REPORT CONTROL<br>SYMBOL<br>DD-DA&M(A)1365   |          |
|--|--|---|--|--|-----------------|--|----------|
| Please read instructions on back before completing form.   |  |   |  |  |                 |  |          |
| 1. REQUEST NUMBER<br>16-046  |  | 2. TYPE OF REQUEST (X one)<br><input checked="" type="checkbox"/> a. INITIAL <input type="checkbox"/> b. APPEAL |  | 3. DATE COMPLETED (YYYYMMDD)<br>20160324 |                 | 4. ACTION OFFICE<br>Office of Naval Research |          |
| <b>5. CLERICAL HOURS (E-9/GS-8 and below)</b>  |  |   |  | FEE<br>CODE                              | (1) TOTAL HOURS | (2) HOURLY RATE                              | (3) COST |
| a. SEARCH  |  |   |  | 1  |                 | X    \$20.00    =                            | 0.00     |
| b. REVIEW/EXCISING   |  |   |  | 2  |                 |  | 0.00     |
| c. OTHER ADMINISTRATIVE COSTS  |  |   |  | 3  |                 |  | 0.00     |
| <b>6. PROFESSIONAL HOURS (O-1 - O-6/GS-9-GS-15)/CONTRACTOR</b>   |  |   |  |  | (1) TOTAL HOURS | (2) HOURLY RATE                              | (3) COST |
| a. SEARCH  |  |   |  | 1  | 1.00            | X    \$44.00    =                            | 44.00    |
| b. REVIEW/EXCISING   |  |   |  | 2  | 1.00            |  | 44.00    |
| c. OTHER/COORDINATION/DENIAL   |  |   |  | 3  |                 |  | 0.00     |
| <b>7. EXECUTIVE HOURS (O-7 - ES 1 and above)</b>   |  |   |  |  | (1) TOTAL HOURS | (2) HOURLY RATE                              | (3) COST |
| a. SEARCH  |  |   |  | 1  |                 | X    \$75.00    =                            | 0.00     |
| b. REVIEW/EXCISING   |  |   |  | 2  |                 |  | 0.00     |
| c. OTHER/COORDINATION/DENIAL   |  |   |  | 3  |                 |  | 0.00     |
| <b>8. COMPUTER SEARCH</b>  |  |   |  |  | (1) TOTAL TIME  | (2) RATE                                     | (3) COST |
| a. MACHINE TIME (Not PC, desktop, laptop)  |  |   |  | 4  |                 | X    \$20.00/hr    \$44.00/hr    =           | 0.00     |
| b. PROGRAMMER/OPERATOR TIME (Human)  |  |   |  |  |                 |  |          |
| (1) Clerical Hours   |  |   |  | 1  |                 |  | 0.00     |
| (2) Professional Hours   |  |   |  | 1  |                 |  | 0.00     |
| <b>9. OFFICE MACHINE COPY REPRODUCTION</b>   |  |   |  |  | (1) NUMBER      | (2) RATE                                     | (3) COST |
| a. PAGES REPRODUCED FOR FILE COPY  |  |   |  | 3  |                 | X    .15    .15    =                         | 0.00     |
| b. PAGES RELEASED  |  |   |  | 5  |                 |  | 0.00     |
| <b>10. PRE-PRINTED PUBLICATIONS</b>  |  |   |  |  | (1) TOTAL PAGES | (2) RATE                                     | (3) COST |
| a. PAGES PRINTED   |  |   |  | 5  |                 | X    .02    =                                | 0.00     |
| <b>11. COMPUTER PRODUCT OUTPUT/ACTUAL COST CHARGES</b>   |  |   |  |  | (1) NUMBER      | (2) ACTUAL COST                              | (3) COST |
| a. TAPE/DISC/CD  |  |   |  | 6  |                 | X       =                                    | 0.00     |
| b. PAPER PRINTOUT  |  |   |  | 3  |                 |  | 0.00     |
| <b>12. OTHER ADMINISTRATIVE FEES</b>   |  |   |  |  | (1) NUMBER      | (2) ACTUAL COST                              | (3) COST |
| a. ALL POSTAGE/ADMINISTRATIVE (See instructions)   |  |   |  | 3  |                 | X       =                                    | 0.00     |
| <b>13. AUDIOVISUAL MATERIALS</b>   |  |   |  |  | (1) NUMBER      | (2) ACTUAL COST                              | (3) COST |
| a. MATERIALS REPRODUCED  |  |   |  | 4  |                 | X       =                                    | 0.00     |
| <b>14. SPECIAL SERVICES</b>  |  |   |  |  | (1) NUMBER      | (2) ACTUAL COST                              | (3) COST |
| a. ALL SPECIAL SERVICES (See instructions)   |  |   |  | 6  |                 | X       =                                    | 0.00     |
| <b>15. MICROFICHE REPRODUCED</b>   |  |   |  | 5  |                 | X    .25    =                                | 0.00     |
| <b>FEE CODES</b>   |  |   |  | <b>16. FOR FOI OFFICE USE ONLY</b>       |                 |  |          |
| 1 Chargeable to "commercial" requesters. Chargeable to "other" requesters after deducting 2 hours.<br>2 Chargeable to "commercial" requesters only.<br>3 Not chargeable to any fee category.<br>4 Chargeable to "commercial". Chargeable to "other" after deduction of the equivalent of 2 hours. (Example: deduct \$88.00 professional rate.)<br>5 Chargeable to all fee categories after deduction of 100 pages (DOES NOT include "commercial").<br>6 Chargeable to all fee categories. No deductions. |  |   |  | a. TOTAL COLLECTABLE FEES                |                 |  |          |
|  |  |   |  | b. TOTAL PROCESSING FEES                 |                 | \$88.00                                      |          |
|  |  |   |  | c. TOTAL CHARGED                         |                 |  |          |
|  |  |   |  | d. FEES WAIVED/REDUCED (X one)           |                 | Yes  | No       |
|  |  |   |  | e. FEES NOT APPLICABLE (X one)           |                 | Yes  | No       |
| See Chapter 6, Fee Schedule, DoD 5400.7-R, to determine appropriate assessment of fees.  |  |   |  |  |                 |  |          |

**Towns, Jason C CTR ONRA, BD04C**

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**From:** Martinez, Mario <mmartinez@iti-corp.com>  
**Sent:** Wednesday, March 23, 2016 12:34  
**To:** ONRFOIA  
**Subject:** [Non-DoD Source] RE: Request for Source Selection documentation - N00014-F-12-0341

Confirmed.

Thank you,

Mario J. Martinez  
President, ITI  
Innovative Technologies, Inc.  
4151 Lafayette Center Drive Suite 110  
Chantilly, VA, 20151  
www.iti-corp.com  
(O) 703-322-9400  
(F) 703-322-9470

-----Original Message-----

From: Towns, Jason C CTR ONRA, BD04C [mailto:jason.towns.ctr@navy.mil] On Behalf Of ONRFOIA  
Sent: Wednesday, March 23, 2016 12:24 PM  
To: Martinez, Mario  
Subject: RE: Request for Source Selection documentation - N00014-F-12-0341

Mr. Martinez:

We will amend your request to include the clearly releasable information contained in the Source Selection Decision document. Please confirm by replying to this email.

Jason

-----Original Message-----

From: Martinez, Mario [mailto:mmartinez@iti-corp.com]  
Sent: Wednesday, March 23, 2016 11:56 AM  
To: ONRFOIA  
Subject: [Non-DoD Source] RE: Request for Source Selection documentation - N00014-F-12-0341

Mr. Townes,

As discussed, the source selection document would be fine.

Thank you,

Mario J. Martinez  
President, ITI  
Innovative Technologies, Inc.

4151 Lafayette Center Drive Suite 110  
Chantilly, VA, 20151  
www.iti-corp.com  
(O) 703-322-9400  
(F) 703-322-9470

-----Original Message-----

From: Towns, Jason C CTR ONRA, BD04C [mailto:jason.towns.ctr@navy.mil] On Behalf Of ONRFOIA  
Sent: Tuesday, March 22, 2016 4:53 PM  
To: Martinez, Mario  
Subject: RE: Request for Source Selection documentation - N00014-F-12-0341

Mr. Martinez,

I got your reply. Please advise us on the following:

While processing your request, we have determined that the number of responsive documents will result in a search that exceeds your \$250. So far, we have used \$44.00 processing your request. Because we anticipate that the number of responsive documents will exceed your \$250 you may choose to raise the amount you are willing to pay to process your request or narrow down your search. Should you decide to narrow your request, it may be helpful to know that we have found the following documents related to the source selection decision of the contract you requested:

- Source Selection Decision
- Source Selection Memorandum
- Technical Evaluation Worksheets
- Price Realism Memo
- Discussion Questions
- Technical and Price Proposals

This is not an exhaustive list, as we continue to have documents pulled in response to your request. You may call me at the number listed below if you have any questions.

V/r,

Jason

-----Original Message-----

From: Martinez, Mario [mailto:mmartinez@iti-corp.com]  
Sent: Tuesday, March 22, 2016 4:51 PM  
To: ONRFOIA  
Subject: [Non-DoD Source] RE: Request for Source Selection documentation - N00014-F-12-0341

Mr. Towns,

I sent you a reply and it bounced back to me as undeliverable. I sent it again today, hopefully you will receive it.

Thank you,

Mario J. Martinez  
President, ITI  
Innovative Technologies, Inc.

## INSTRUCTIONS FOR COMPLETING DD FORM 2086

*This form is used to record costs associated with the processing of a Freedom of Information request.*

**1. REQUEST NUMBER** - First two digits will express Calendar Year followed by dash (-) and Component's request number, i.e., 03-001.

**2. TYPE OF REQUEST** - Mark the appropriate block to indicate initial request or appeal of a denial.

**3. DATE COMPLETED** - Enter year, month and day, i.e., 20031001.

**4. ACTION OFFICE** - Enter the office processing this request.

**5. CLERICAL HOURS** - For each applicable activity category, enter time expended to the nearest 15 minutes in the total hours column. The activity categories are:

Search - Time spent in locating from the files the requested information.

Review/Excising - Time spent in reviewing the document content and determining if the entire document must retain its classification or segments could be excised thereby permitting the remainder of the document to be declassified. In reviews for other than classification, FOI exemptions 2 through 9 should be considered.

Other Administrative - Time spent in activity other than above, such as hand carrying documents to other locations, restoring files, etc.

- Multiply the time in the total hours column of each category by the hourly rate and enter the cost figures for each category.

**6. PROFESSIONAL HOURS** - For each applicable activity category, enter time expended to the nearest 15 minutes in the total hours column. The activity categories are:

Search/Review/Excising/Other - See explanation above.

- Multiply the time in the total hours column of each category by the hourly rate and enter the cost figures for each category.

**7. EXECUTIVE HOURS** - For each applicable activity category, enter the time expended to the nearest 15 minutes in the total hours column. The activity categories are:

Search/Review/Excising/Other - See explanation above.

- Multiply the time in the total hours column of each category by the hourly rate and enter the cost figures for each category.

**8. COMPUTER SEARCH** - When the amount of government-owned (not leased) computer processing machine time required to complete a search is known, and accurate cost information for operation is available, enter the time used and the rate. Then, calculate the total cost which is fully chargeable to the requester.

- Programmer and operator costs are calculated using the same method as in Items 5 and 6. This cost is also fully chargeable to requesters as computer search time.

**9. OFFICE COPY REPRODUCTION** - Enter the number of pages reproduced and/or released.

- Multiply by the rate per copy and enter cost figures.

**10. PRE-PRINTED PUBLICATIONS** - Enter total pages.

- Multiply the total number of pages by the rate per page and enter cost figures.

**11. COMPUTER COPY** - Enter the total number of tapes and/or printouts.

- Multiply by the actual cost per tape or printout and enter cost figures.

**12. OTHER ADMINISTRATIVE FEES** - Covers postage (when known), correspondence preparation, other non-billable charges not covered under Items 5 - 7, etc.

**13. AUDIOVISUAL MATERIALS** - Duplication cost is the actual cost of reproducing the material, including the wages of the person doing the work.

**14. SPECIAL SERVICES** - Covers items outside of the FOIA such as authenticating records at \$5.20 per seal, overnight mail at cost, and other services for which the requester agrees to reimburse the agency.

**15. MICROFICHE REPRODUCED** - Enter the number of copies and multiply by the rate per copy.

**16. FOR FOI OFFICE USE ONLY** -

**Total Collectable Fees** - Add the blocks in the cost column and enter total in the total collectable fees block. Apply the appropriate waiver for the category of requester prior to inserting the final figure. Further discussion of chargeable fees is contained in Chapter VI of DoD Regulation 5400.7-R.

**Total Processing Fees** - Add all blocks in the cost column and enter total in the total processing fees block. The total processing fees in most cases will exceed the total collectable fees.

**Total Charged** - Enter the total amount that the requester was charged, taking into account the fee waiver threshold and fee waiver policy.

**Fees Waived/Reduced** - Indicate if the cost of processing the request was waived or reduced by placing an "X" in the "Yes" block or the "No" block.

**Fees Not Applicable** - Indicate if the cost of processing the request was not applicable by placing an "X" in the "Yes" block or the "No" block.



4151 Lafayette Center Drive Suite 110  
Chantilly, VA, 20151  
www.iti-corp.com  
(O) 703-322-9400  
(F) 703-322-9470

-----Original Message-----

From: Towns, Jason C CTR ONRA, BD04C [mailto:jason.towns.ctr@navy.mil] On Behalf Of ONRFOIA  
Sent: Tuesday, March 22, 2016 10:11 AM  
To: Martinez, Mario  
Subject: RE: Request for Source Selection documentation - N00014-F-12-0341

Mr. Martinez:

Could you take a look at the information below and let us know how you'd like to proceed with this request? If you are no longer interested in the information, please let us know.

V/r,

Jason

Jason C. Towns  
Sr. FOIA Analyst  
Contractor Support to ONR Code BD042  
Data Federal Corporation  
Office of Naval Research  
875 N. Randolph St  
Arlington, VA 22203  
703-696-5361  
ONRFOIA@navy.mil

-----Original Message-----

From: Daugherty, William (Bill) [mailto:BDaugherty@iti-corp.com]  
Sent: Monday, March 21, 2016 12:15 PM  
To: ONRFOIA  
Cc: Martinez, Mario  
Subject: [Non-DoD Source] RE: Request for Source Selection documentation - N00014-F-12-0341

Please forward any future information or responses to Mario Martinez.

Thank you for your assistance with this action.

Bill Daugherty

Bill Daugherty, PMP  
Director, Strategic Projects  
4151 Lafayette Center Drive

Suite 110  
Chantilly, VA 20151  
W - 703-322-9400 x125  
F - 703-322-9470  
bdaugherty@iti-corp.com  
ITI is a CMMI Level 3 / ISO 9001:2008 /  
ISO/IEC 20000-1:2011 Certified Company

-----Original Message-----

From: Towns, Jason C CTR ONRA, BD04C [mailto:jason.towns.ctr@navy.mil] On Behalf Of ONRFOIA  
Sent: Thursday, March 10, 2016 3:02 PM  
To: Daugherty, William (Bill)  
Subject: RE: Request for Source Selection documentation - N00014-F-12-0341

Mr. Daugherty:

Because you have requested contract documentation, we are required under Executive Order 12,600 to allow the contractor to review the responsive records for any proprietary or sensitive commercial information before we make our release determination. Contractors are normally afforded at least 15 days to complete this process, though it could take longer. Of course, we also have to review the records ourselves to determine whether and to what extent any other redactions may be warranted. And then we must make any necessary redactions and coordinate the final response through the Initial Denial Authority.

Alternatively, if you agree to receive only clearly releasable information, we can usually provide you with a final response within one week. Under the law, some information in contracts is almost always exempt from release. This information includes but is not limited to unit prices, the names of key personnel, and in some cases the names and contact information of certain other individuals. We will normally redact this information but will consider the rest of the information in our non-classified contracts to be clearly releasable.

If you agree to receive only clearly releasable information, you still retain your appeal rights in case you don't agree with any redactions we make. If you don't agree with the redactions, simply provide us a follow-on request for the redacted information. We will then expedite a response to that follow-on request through our Initial Denial Authority that gives you all your appeal rights under the law.

Please let us know whether you are willing to accept clearly releasable responsive records for this request.

V/r,

Jason

Jason C. Towns  
Sr. FOIA Analyst  
Contractor Support to ONR Code BD042  
Data Federal Corporation  
Office of Naval Research

875 N. Randolph St  
Arlington, VA 22203  
703-696-5361  
ONRFOIA@navy.mil

-----Original Message-----

From: Daugherty, William (Bill) [mailto:BDaugherty@iti-corp.com]  
Sent: Thursday, March 10, 2016 11:51 AM  
To: Towns, Jason C CTR ONRA, BD04C  
Subject: [Non-DoD Source] RE: Request for Source Selection documentation - N00014-F-12-0341

Thanks Jason. Have a good day!

Bill

Bill Daugherty, PMP  
Director, Strategic Projects  
4151 Lafayette Center Drive  
Suite 110  
Chantilly, VA 20151  
W - 703-322-9400 x125  
F - 703-322-9470  
bdaugherty@iti-corp.com  
ITI is a CMMI Level 3 / ISO 9001:2008 /  
ISO/IEC 20000-1:2011 Certified Company

-----Original Message-----

From: Towns, Jason C CTR ONRA, BD04C [mailto:jason.towns.ctr@navy.mil] On Behalf Of ONRFOIA  
Sent: Thursday, March 10, 2016 11:49 AM  
To: Daugherty, William (Bill)  
Subject: RE: Request for Source Selection documentation - N00014-F-12-0341

Mr. Daugherty:

We have received your request and given it the number 16-046 in our system. Please refer to it by that number should you need to communicate with us regarding your request. We classify you as a "commercial" requester. As such, we may charge you for all search, review, and duplication costs for processing this request. We recognize your willingness to put up to \$250.00 in fees. Should the cost of processing your request exceed that amount, we will notify you before continuing to process your request.

You can expect to hear from us promptly regarding the outcome of this search.

V/r,

Jason

Jason C. Towns  
Sr. FOIA Analyst  
Contractor Support to ONR Code BD042  
Data Federal Corporation  
Office of Naval Research  
875 N. Randolph St  
Arlington, VA 22203  
703-696-5361  
ONRFOIA@navy.mil

-----Original Message-----

From: Daugherty, William (Bill) [mailto:BDaugherty@iti-corp.com]  
Sent: Thursday, March 10, 2016 9:28 AM  
To: ONRFOIA  
Cc: Daugherty, William (Bill)  
Subject: [Non-DoD Source] Request for Source Selection documentation - N00014-F-12-0341  
Importance: High

Good afternoon ONR FOIA Officer -

Attached is a FOIA request document, requesting all associated Source Selection documents for Contract Number - N00014-F-12-0341 (02/15/2012) - "Legacy Command, Control, Communications & Computer (C4) Support" (BD06) with a Period of Performance of 2/15/2012 thru 2/14/2017. This would include the original Source Selection documents as well as any updates or modifications to the original Source Selection documents.

Thank you in advance for your assistance with this request. I can be reached via either email or telephone as identified in my below signature block, if you have any questions or require clarification of my request.

Bill Daugherty

iti-logo3.jpg  
Bill Daugherty, PMP  
Director, Strategic Projects  
4151 Lafayette Center Drive

Suite 110

Chantilly, VA 20151  
W - 703-322-9400 x125

F - 703-322-9470  
bdaugherty@iti-corp.com  
ITI is a CMMI Level 3 / ISO 9001:2008 /  
ISO/IEC 20000-1:2011 Certified Company

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